

November 15, 2013

Visitor from England Kudos for DART's Services

After a visit where I was surprised at the good service that DART provided during my stay, especially as I was reliant on using the bus system for my transport needs. I would like to commend the staff from drivers to information staff for their help. `One minor criticism is your bus map and timetables that could be revised a bit to help the visitor. I had a system map which was very basic and confusing with loads of colors and did not help much especially in urban areas and downtown as there was no great detail and in timetables I would have found it more useful if important timepoints like downtown area names state it was downtown e.g. downtown Rodney Square - some routes can be complicated in having many branches, some only served for a few journeys and may be different again on weekends, funny frequency patterns, plus I found the destination signs to look for section also confusing. Travel in the state was much easier than I thought, especially great was the route linking all areas, the 301 and fare levels were great and cheap, compared to here in the UK but I find our bus maps a bit easier to understand. I look forward to revisiting Delaware in the future and once again I would be happy using the bus. Best wishes.

Visiting Rider Simon Gordon (A 20 year public transport veteran employee in England)